

PROVIDER QUICK POINTS

PROVIDER INFORMATION



January 16, 2018

Quality Initiatives at Blue Cross

The Quality Department at Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) works on a variety of quality improvement projects throughout the year. Quality efforts are focused on improvement of Healthcare Effectiveness Data and Information Set (HEDIS[®]) scores, as well as other quality initiatives mandated by agencies such as the Department of Human Services (DHS) and the Centers for Medicare and Medicaid Services (CMS).

These efforts are designed around best practice guidelines and are aimed at educating subscribers on the importance of preventive screenings and regular wellness exams, as well as treatment of some chronic illnesses. For subscribers with suspected “gaps” in care, outreach is conducted in a variety of ways: text messaging, email, mailings, or interactive voice response (IVR) calls. In addition to general education regarding preventive care and management of chronic conditions, subscribers are often directed to contact their primary care provider to schedule needed appointments.

Our clinical consultant team is also available to provide information and answer any questions related to HEDIS or other quality projects. Please feel free to contact Shantele Gillmann, RN in the Quality Department at **(651) 662-7380** if you have questions, concerns or ideas for improving quality of care.

We appreciate your partnership as we work toward the common goal of improving the health of our subscribers.

QP5-18

Distribution: Available on providers.bluecrossmn.com. <https://www.bluecrossmn.com/healthy/public/personal/home/providers/forms-and-publications>

Blue Cross[®] and Blue Shield[®] of Minnesota and Blue Plus[®] are nonprofit independent licensees of the Blue Cross and Blue Shield Association.

L264R03 (12/13)